
Introduction

The Meridian Administration Tools Call Tracking application is your on-line telephone call monitor and alarm program. Its graphs indicate trends and provide displays of unusual calls enabling you to adjust your equipment and services to maximize your resources. Call Tracking monitors and displays information output from the SMDR port on the Meridian 1, accumulates the data, and displays the information in various formats.

In addition to the graphical displays, Call Tracking provides alarm generating features which can be set up to warn you about unusual calling patterns. This is useful in the quick detection of unauthorized telephone calls that occur with toll fraud. You can define multiple alarm templates to detect different calling patterns including: calls exceeding a certain duration, calls made at unusual times, and toll calls. Call Tracking can also be configured to output different types of alarms including: visible and audible alarms on your PC, remote paging, facsimile alarms, and network reporting.

Overview

The Call Tracking module consists of several graphical displays which list your monitored call data. Each of these is a separate window or dialog which displays the call information in its own unique format.

When you run Call Tracking, you can configure it to perform real time monitoring of the calls running through the Meridian 1. The MAT Common Services Data Supervisor application is used by Call Tracking to connect to the Meridian 1 and collect call records.

Note: If you have multiple Meridian 1 switches in your network and you wish to monitor each of them (in real time) from a PC located off-site, then it is recommended that you install Call Tracking on a dedicated PC. You therefore require one copy of Call Tracking (with Common Services) to be installed on each remote PC. This way, Call Tracking can collect and monitor CDR data without interference from other MAT applications.

You can also use Call Tracking to display the call records collected in your detail file. This detail file is a total of all of the calls collected at specific time frames. This is useful in situations where, for example, you cannot monitor the Meridian 1 continuously or you are incurring long distance charges to connect to the Meridian 1.

If you are using MAT Call Accounting, Call Tracking can display the information from its detail file (DETAILn.DAT). Simply set up Call Tracking to display the call records from the Data File function.

The main window is the background for these graphical display windows. The commands in its main window provide you with the overall functions of these function modules. Use these commands to configure the appearance of your graphical displays, connect to the Meridian 1, and define your alarms.

MAT users

The MAT system is designed for managers of telecommunications equipment and authorized Northern Telecom distributors. This guide is intended for users who have a working knowledge of Meridian 1 switches and general telecommunications concepts.

This guide assumes you are familiar with PC systems and the Microsoft Windows environment. You should be familiar with the Windows environment before attempting to using the MAT system. A quick review of pertinent Windows information appears in “Windows fundamentals” in the *MAT Common Services User guide*.

There are two levels of access to the MAT system:

- Administrator access allows unrestricted use of the MAT system and its functions. The system administrator configures the MAT system, sets up the connections to the Meridian 1, and defines user access to MAT system modules.
- User access allows the user to examine data and produce reports.

Conventions used in this manual

This manual uses the following terms:

- *Computer system* refers to the hardware and software of an IBM-PC™ or 100% compatible PC.
- *Disk* refers to a high capacity hard disk, required by the MAT system.
- *Windows* refers to Microsoft Windows™ version 3.1 or later.
- *DOS* and *MS-DOS* refer to Microsoft DOS™ version 5.0 or later.
- *Mouse* refers to any standard PC pointing device. Common mouse actions include *point*, *click*, and *double-click*.
- Standard Windows terminology includes icon, window, dialog box (or dialog), and menu.